



# Planning and Land Services

## Implementing the 2004 Audit

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Vol. 4

January 25, 2005

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### Calendar

#### This Week

Jan 25<sup>th</sup> is the second meeting of the Oversight Committee. We will begin to look at how to prioritize the recommendations to work on in 2005.

### News

It was a busy week behind the scenes. Chuck and Gordon met with the Chief of Staff, Lyle Quasim. It was a chance to brief him on our progress and get another perspective.

We also had a working lunch with the MBA. Meeting covered general scoping and priority issues that we were putting in the draft plan.

This draft plan was sent to the committee on the 20<sup>th</sup> and is also attached to the end of the newsletter.

Note the many audit recommendations that we have already completed. There is a partial list on the last page of the draft plan.

### Backlog Reduction

Action plans are being developed. Section and division supervisors are gathering information and reviewing options.


### Space Planning

Erickson McGovern was selected to do the space planning. A start date will be announced next week.

### Counter / Lobby

Future articles in this space would report on changes planned and or implemented in the Development Center area. Additionally we will report on average wait and processing times.

### Celebrations

Draft report out for review. We are looking for input from everyone with an interest in the process. 

### Feedback

Feedback on last week's issue:

Only four votes for the newsletter name were sent in. Draft of the new newsletter design will be out within a week or so using Project Fast Forward.

### Web Page

In February we hope to launch an implementation page. The project name will tie into the web page and the newsletter.

## Other Open Projects

Consultant to work with building inspectors to complete the PALS on PALS process. Received one proposal, two more will be submitted by February 11<sup>th</sup>.

The engineer approved for building division has not yet been advertised. We are still working on the job description. Ad should be out in early February.

Recruitment is under way for:

## New Hires

CE III for Development Engineering has been hired

Plans Examiner & Building Inspector ads closed Jan 7<sup>th</sup>. Interviews should be the week of Jan 31<sup>st</sup>.

- ❖ 2 CE IIs for DENG;
- ❖ 1 CE I for DENG;
- ❖ 4 Biologists for Resource Planning. Interviews could begin this week.

## Draft Plan

Three Goals for 2005

Backlog Reduction Plan;  
Space expansion, planning and moving;  
Improve the lobby wait experience.

In Addition:

Additional areas of focus for the remainder of 2005 would include stakeholder meetings reviewing the permit process and audit recommendations.

Implement additional recommendations which do not require additional funding and do not impact other areas. Additional areas of focus include:

Spending plan for the 2006 budget  
Development center wait times. ([Audit# 117, 118](#))  
Project Managers ([Audit #61, 115](#))  
Responding to phones and e-mail ([Audit #34](#))  
Development of Policy manuals ([Audit #55, 116, 162](#))  
Review adopting new performance standards. ([Audit #46, 76, 117 – 120, 149 – 150, 168](#))  
LUAC process study. ([Audit #71, 81](#))  
Division manager training on implementation strategies.  
Adding a second Assistant Director and other reorganization recommendations. ([Audit #7, 54, 56, 58, 85, 86, 140](#))

The priority is based on the \$700,000 budget for 2005.

|                                      |            |
|--------------------------------------|------------|
| Backlog Reduction                    | \$550,000  |
| Moving and furniture expense to PW&U | \$150,000+ |

Additional Unfunded Priorities:

|   |          |
|---|----------|
| Assistant Director 1/2 year                   | \$65,000 |
| Implementation training for division managers | \$15,000 |
| 360 Review on Managers – Supervisors          | \$30,000 |
| Reorganization salary adjustments             | \$ 5,000 |
| Web-page design for implementation reporting  | \$ 5,000 |
| Outsourcing PALS+ reports for backlog reports | \$ 5,000 |

Each division manager will have their respective division's implementation plan ready by April 1, 2005. By June 1, 2005 the plans will be coordinated, milestones established and a reporting schedule established. Implementation would continue with monthly reports to all interested parties.

Many of the audit's recommendations have already been completed. Completed Items Include:

- #1 Distribute report for review
- #9 Allocate \$400,000 for consultants and backlog
- #8 Calculate backlog of cases
- #16 Declare permits "complete" on acceptance of application
- #22 Increase commitment to PALS on PALS
- #25 Review sick leave data
- #31 Support PALS+ expenditure needs
- #33 Incorporate PALS+ improvement needs into budget
- #39 Add two Building Inspectors
- #40 Add one Plans Examiner
- #46 Establish new time goals for plan check
- #45 Add a Civil Engineer III to building (CE II was added)
- #37 Budget to allow for small equipment
- #75 Complete assessment of backlog
- #80 Create private office for Current Planning Supervisor
- #134 Add a Civil Engineer III position to DENG
- #155 Small plan corrections to be field verified